

FUND NUMBER	557 WATERWORKS SYSTEM
DEPARTMENT NUMBER	41 WATERWORKS
DIVISION NUMBER	10 ADMINISTRATION

MISSION

Provide the Utilities Department with the resources, policies, and guidance to facilitate the provision of potable water.

GOALS

- Utilize the department's resources at maximum efficiency to provide a level of service that satisfies customer expectations.
- Foster and maintain a work climate that is conducive to employee development and empowerment.
- Provide a level of service that satisfies customer expectations.

OBJECTIVES

- To conduct all activities needed for the proper and effective operation of the department utilizing the budget optimally.
- To utilize the employee development activity budget, the school tuition reimbursement, professional development and operational travel to obtain maximum employee training growth.

EXPENDITURES

	ACTUAL 00-01	ACTUAL 01-02	BUDGET 02-03	ESTIMATED 02-03	PROPOSED 03-04
Personnel Services	274,970	373,513	263,432	260,533	319,623
Materials & Supplies	16,579	16,609	44,997	34,807	22,350
Contractual Services	742,758	765,285	853,748	768,338	874,300
Other	5,865,329	6,788,290	7,741,366	5,983,431	6,900,929
Capital Outlay	62,181	6,253	0	-1	0
TOTAL	6,961,817	7,949,950	8,903,543	7,047,108	8,117,202

FULL TIME EQUIVALENTS (FTE)

	ACTUAL 00-01	ACTUAL 01-02	APPROVED BUDGET 02-03	AMENDED BUDGET 02-03	PROPOSED 03-04
TOTAL	6	7	5	5	6

FUND NUMBER	557 WATERWORKS SYSTEM
DEPARTMENT NUMBER	41 WATERWORKS
DIVISION NUMBER	12 ENGINEERING

MISSION

To review, approve, and inspect all water and wastewater systems constructed for the City of Laredo and assure their integrity by implementing the City standards and specifications in their design and construction phases.

GOALS

- To manage the department's infrastructure improvement projects assuring time lines and cost estimates.
- To provide a higher level of quality in all systems constructed for the City of Laredo through the platting process.

OBJECTIVES

- To finalize plat reviews within 15 calendar days.
- To meet time lines in all projects and keep costs within budgeted amounts.

EXPENDITURES

	ACTUAL 00-01	ACTUAL 01-02	BUDGET 02-03	ESTIMATED 02-03	PROPOSED 03-04
Personnel Services	337,105	447,392	475,780	477,181	557,761
Materials & Supplies	8,422	11,061	20,808	17,401	19,382
Contractual Services	6,276	16,013	40,508	34,560	38,234
Other Charges	0	0	150	150	0
Capital Outlay	23,520	4,117	38,407	38,407	21,000
TOTAL	375,323	478,583	575,653	567,699	636,377

FULL TIME EQUIVALENTS (FTE)

	ACTUAL 00-01	ACTUAL 01-02	APPROVED BUDGET 02-03	AMENDED BUDGET 02-03	PROPOSED 03-04
TOTAL	10	10	10	10	10

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DEPARTMENT NUMBER	41 WATERWORKS
DIVISION NUMBER	12 ENGINEERING

PERFORMANCE MEASURES

	ACTUAL 00-01	ACTUAL 01-02	ESTIMATED 02-03	PROPOSED 03-04
Workload Measures				
<i>Inputs</i>				
Number of engineers	1	1	1	3
Number of plats received	111	113	115	120
<i>Outputs</i>				
Number of plats reviewed within 15 calendar days	110	113	115	120
Efficiency Measures				
Number of plats reviewed per engineer	110	113	115	40
Effectiveness Measures				
% of plats finalized within 15 calendar days	99%	100%	100%	100%

FUND NUMBER	557 WATERWORKS SYSTEM
DEPARTMENT NUMBER	41 WATERWORKS
DIVISION NUMBER	13 UTILITY COMPLIANCE

MISSION

Assure quality service and regulatory compliance for potable water and ensure the maintenance and protection of the City's assets.

GOALS

- Ensure that Customer Service and Billing are in adherence to the service contract through the performance of periodic audits.
- Insure that production of water meets all quality standards and is produced in sufficient quantities.
- Insure uninterrupted service and adequate pressure of water is available at all times.
- Insure the protection of our water supply by reducing contamination sources.

OBJECTIVES

- Analyze customer service satisfaction through the use of the Company's Customer Service Benchmarking Program.
- Review utility billing reports to verify the Company's accuracy in billing.
- Verify that the City's Policies and Procedures are being followed for all Customer Service issues such as delinquencies and water turn-on and turn-off.
- Verify that maximum water capacity and treatment is being utilized for the production and distribution of finished water from raw water in compliance with applicable law.
- Verify that the water demand requirement is being met for all booster pump stations and storage tanks.
- Verify the administering of the Water Meter Quality Assurance Program.
- Verify that grounds maintenance is administered for all portions of the water plants and intake structures, water storage tanks, and water booster stations.
- Verify that the Industrial Pretreatment Program is in compliance with TCEQ, formerly TNRCC, and EPA requirements.
- Review the Company's annual pretreatment report submitted for the City to ensure compliance with TCEQ's annual reporting requirements.

EXPENDITURES

	ACTUAL 00-01	ACTUAL 01-02	BUDGET 02-03	ESTIMATED 02-03	PROPOSED 03-04
Personnel Services	0	0	213,734	207,056	241,434
Materials & Supplies	0	0	474,575	462,862	22,780
Contractual Services	0	0	6,045,500	6,049,587	6,186,426
Other	0	0	14,725	0	203,500
Capital Outlay	0	0	0	0	38,000
TOTAL	0	0	6,748,534	6,719,505	6,692,140

FULL TIME EQUIVALENTS (FTE)

	ACTUAL 00-01	ACTUAL 01-02	APPROVED BUDGET 02-03	AMENDED BUDGET 02-03	PROPOSED 03-04
TOTAL	0	0	4	4	4

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DIVISION NUMBER	13 UTILITY COMPLIANCE

PERFORMANCE MEASURES

	ACTUAL 00-01	ACTUAL 01-02	ESTIMATED 02-03	PROPOSED 03-04
Workload Measures				
1. Number of Audits per month	N/A	N/A	2	3
2. Number of inspections per week	N/A	N/A	3	4